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Governor Approves Budget Requests

The 2006 Legislative Session began on January 9. Although this is only a 60 day session, and a non-biennial budget writing year, many proposals have been introduced.

Governor Gregoire approved funding for each of the programs listed below in our 2006 Supplemental Budget request. Next, the House and Senate must consider the budget proposals and vote on a final budget bill.

For WDVA, this could mean:

- \$1.5 million to open the last 40 bed wing at the Veterans Home;
- \$500,000 to serve more National Guard Returnees through Family Activity Days and to provide additional mental health counseling.
- \$500,000 to design a new Eastern Washington State Veterans Cemetery; and
- \$170,000 to remodel building 9 at Retsil so veterans can be served through transitional programs.
- \$82,000 to pay for the increased utility costs at the Veterans Homes.

To find out more about other veterans bills introduced in the Legislature, visit our Legislative Updates page on the web.

WDVA Staff Defining Their Own Future

Remember when people would ask, "What do you want to be when you grow up?"

It's a question we probably all heard at one time or another, but for some of our co-workers, it's a question they're still in the process of answering!

WDVA's tuition reimbursement policy (Policy #650.100) offers employees the ability to take courses related to their current position or courses toward a new career path outlined in their performance development plans.

Not only does the policy provide a cost-effective way to

enhance employee knowledge about new techniques or practices, it is also a wonderful way WDVA can recognize the value of continuing education.

At each of our Homes, in the Service Centers and in Central Office we have staff members who are completing courses in the hopes of moving into new positions. For example, there are NAC's studying to become LPN's; fiscal analysts taking coursework to move up in the analyst series or even into the benefits specialist series; food service aids learning skills to become cooks; and lead

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Senate Holds Hearing on Lee's Appointment



First Gentleman Mike Gregoire testified on behalf of John Lee during the hearing, Jan 23, 2006, officially confirming him as the newly appointed Director of WDVA. Several VAAC and VLC members were also present on John Lee's behalf.

DIRECTOR'S MESSAGE

GMAP is now VMAP

Recently, I shared how accountability and performance measurements are being used by WDVA to serve *Veterans*. To that end, we've re-named our initiative the Veterans Management for Accountability and Performance or VMAP!

As part of the VMAP process, we developed the Baldrige Leadership Team. This team is focused on results that:

- Improve the value of our services;
- Improve how our agency works together as a team; and
- Promote our organizational and personal education.

In late 2005, the team distributed a survey to all WDVA staff to find out how each staff member thinks we are doing. The survey asked questions in categories such as Leadership, Strategic Planning, Customer & Stakeholders, Measurement & Analysis & Knowledge Management, Human Resources, and Process Management. 56% of all WDVA staff completed the survey and the results were encouraging, yet they left room for improvement! The Baldrige Team identified two areas with the lowest scores – Strategic Planning and Process

Management. The 'low' scores in those areas mean: **Strategic Planning** – In general terms, responses to the questions show that our agency needs to find better ways to involve our staff in planning for the future, illustrate what that plan means to their work, and know how to tell when the plan's goals are achieved.

Process Management – Again in general terms the responses show that some employees feel they do not have the tools needed to do their jobs

and that they need more control over how their work is completed. They also feel that we need better processes for completing work and collecting information on the quality of the work.

Our next step is to conduct focus groups with staff members to identify how we can improve. The focus groups will be conducted at each Veterans Home, Central Office and the Veterans Services Center by February 15.

Help Sell the Armed Forces License Plates

As of January 11, 2006, we have sold a total of 1,159 new plates! That is wonderful news for the veterans of our state, however, there are thousands of veterans who would put these plates on their vehicles if only they knew about the program.

We need your help in promoting the sale of the new Armed Forces License Plates. Promotional posters are available from your Admin. office (or contact Miriam in Olympia) to take with you to post in your church, club meeting place or businesses you frequent. Be sure to ask permission from the manager. Thank you and if eligible, think about buying one for yourself. Trailer and motorcycle plates are also available.



Spokane County Determined as Best Location for State Cemetery

On December 15, 2005, EDAW (a design firm hired by WDVA) delivered a feasibility study to the Washington State Department of Veterans Affairs. It was then transmitted to the House Appropriations and Senate Ways and Means Committees as directed in the 2005 Legislative Budget.

Feasibility Study Results:

The results of the feasibility study indicate that due to a large population of veterans in Eastern Washington, a need exists for a State Veterans Cemetery to provide service for veterans and their families.

The study looked at a number of factors to determine the best location for the first State Veterans Cemetery, one of these factors was veteran population. According to federal VA veteran population information, Spokane County is home to 37% of all veterans living in Eastern Washington, or 52,152 veterans. The second area of veteran concentration is Yakima County with a veteran population of 18,536 and third is Benton County with a veteran population of 14,951.

The study concluded that WDVA should focus its first grant application on Spokane County because it is home to the largest number of veterans and will be seen as the highest priority by the federal VA.

Funding Requests:

In November, 2005, WDVA asked for funding for the cemetery design costs in its 2006 supplemental budget request. Governor Gregoire included \$500,000 in her budget request to the House and Senate and WDVA will now work with the fiscal committees in the State Legislature. (Upon completion of the cemetery design and construction, the federal VA will reimburse the state for the design costs.)

Next Steps:

WDVA will now focus on selecting and acquiring one of the sites identified in the feasibility study. Sites will be evaluated based on availability, cost and proximity to services. Each of the parcels chosen is currently owned by a state governmental entity, so we will begin working with each of the agencies involved. WDVA plans to acquire the land by May of 2006.

For more information, please contact Jerry Towne at 360-725-2159

Salute to Hospitalized Veterans Week

The Washington State Department of Veterans Affairs invites community groups to visit residents at any of the state's three Veterans Homes during the week of February 12-18, 2006, when the National Salute to Hospitalized Veterans Week will be celebrated.

National Salute to Hospitalized Veterans Week is an annual program designed to bring awareness of hospitalized veterans to the community. It is also an opportunity for community organizations to visit VA medical centers, and nursing homes to meet America's veterans, and explore the numerous avenues of facility's volunteer programs available.

"The week of Feb. 14th is a great time to honor and thank our Veterans who are cared for in VA medical centers, outpatient clinics and nursing homes," said WDVA director John E. Lee. "Valentine cards can be made and delivered or young people can draw patriotic pictures. Be creative! Use your imagination and brighten the day of our veterans."

To schedule a visit for your group, please contact one of the following volunteer coordinators:

Washington Veterans Home –
Catherine Shaw – 360-895-4376

Washington Soldiers Home –
Lynn Zemke – 360-893-4511

Spokane Veterans Home –
Shane Price – 509-344-5779

WVH Celebrates State Service



Tom Adams



Aida Monis



Aida Vinluan



Barbara Culley



Nancy Carter



Tami Reuter

The Washington Veterans Home celebrated a total of 700 years of service at a recognition event held in December. Certificates and pins were awarded to each recipient during a luncheon and holiday party. In addition, at midnight, Superintendent Jon Clontz; Assoc. Supt. Barbara Culley; Dietary Mgr. Theresa Stanton-Grose; RN3 Supv. Fe Caldejon; HRO Mgr. Debby Griswold; Act. Mgr. Catherine Shaw; and Therapy Pet Farley awarded certificates and pins to night shift recipients and served egg nog and cookies to all night shift staff.

Thanks to all for your years of service!

40 years: Chuck Wetmore, Tradeshelper

30 years: Danielle Edwards, Custodian

25 years:

Dennis Weaver, Stationary Engineer

Lyn Hofland, Central Supply Supv

Tom Adams, Truck Driver

Chi Winebarger, Cook

20 years:

Patty Hampton, Cook

Garry Darrell, Stationary Engineer

Ed Dolle, RN 3, Staff Development

Kazuko Abad, Food Svs Aide

Joan White, NAC

Ray Anderson, Electrician

15 years:

Shirley Blunt, NAC

Kitty Phillips, RN3, Rehab

Lilia Garcia, Laundry Worker

Gary Earl, Recreation Specialist 2

Mary Holmes, NAC

Bill Shea, Recreation Specialist 3

Debbie Kaes, Custodian

Nancy Carter, NAC

Paula Roland, Tradeshelper

Debra Larson, NAC

Aida Monis, NAC

Theresa Richardson, Custodian

10 years:

Tish Bergman, Office Assistant

Luis Balbosa, NAC

Pacita Lacanlale, NAC

Carmela Platon, Clinical Dietitian

Richard Preston, NAC

Lilia Felix, NAC

Anne Brillhart, Custodian

Catherine Shaw, Activities Manager

5 years:

Debbie Crossley, NAC

Steve Ross, Custodian

Mary Ann Kenner-Nissen, NAC

Tami Reuter, Recreation Specialist 3

Ed Hassan, Laundry Worker

Casey Kinsfather, Food Svs Aid

Juliet Sanchez, NAC

Cristina Perron, NAC

April Swolgaard, Cook

Stanley Kajiyama, Cook

Marie Ciliberto, ARNP

David Hutchason, ARNP

Jerald Hofland, Custodian

Tammy Brooks, Food Svs Aid

Chuck Henderson, Custodian

Robert Gaston, Stationary Engineer

Stephanie Denwiddie-Grant, NAC

Aida Vinluan, RN2

Rick DiLoretto, Plumber

Kaddie Marsh, NAC

Barbara Culley, Assoc Supt

Genalyn Garcia, RN2

Librada, Nebres, NAC



Catherine Shaw



Lilia Garcia



Paula Roland



Kitty Phillips



Joan White



Ed Dolle



Patty Hampton



Danny Edwards



Rick DiLoretto



Gary Earl

Retsil Constructs Resident Laundromat

By Fred Browning, Plant Mgr.

In early October it was determined a new resident laundry was to be built in the existing nursing office in building 10. Because residents were being bussed to a public Laundromat we wanted to get it done as soon as possible.

The first thing we had to do was refurbish an office section in the old clinic to move nursing support staff into, before we could start construction.

We estimated the completion of the laundry to be in late December and residents were informed.

A meeting of all maintenance staff was held and a work timeline was established. We completed the nursing office move, constructed the resident laundry and refurbished one other office, 2 1/2 weeks ahead of schedule. Our residents were very grateful.

The construction project entailed the following:

- Designing the room layout to accommodate 3 washers and dryers;
- Fir out wall for plumbing and electrical work;
- Install plumbing and sewer lines;
- Install dedicated electrical circuits for dryers and washers;
- Relocate heating register in room;
- Insulate and install FRP wall around washers;
- Remove old glued down carpet and deteriorated vinyl tile;
- Install new vinyl tiles ;
- Paint the room; and
- Install signage

Maintenance Staff involved:

Carl Bivens, Carpenter
Rick Diloetto, Plumber
Jim Brown, Painter
Chuck Wetmore, Trades Helper
George Tainatongo, Trades Helper
Yvonne Wray, Trades Helper
Paula Roland, Trades Helper

Army Vet fills Pharmacy Vacancy

Retsil recently hired a veteran to fill a vacancy in the pharmacy assistant position. His name is **Paul Holden** and he served approximately 10 years (3 active duty tours and some reserve experience) in the Army. The pharmacy supervisor David Smith is excited to have Paul at the facility, as his extensive background in laboratory medicine has already enhanced the practice of pharmacy at their facility. He also views hiring Paul as yet another way that we are "serving those who served."



Congratulations Barbara!



Barbara Culley, Associate Superintendent at the Washington Veterans Home, successfully completed her Masters of Public Administration in December at the Daniel Evans School of Public Affairs at the University of Washington.

Name the New Building Contest

The "New" building isn't all that new, it is time for it to have a name! WVH is having a name the building contest open to all residents and staff at the Veterans Home. Nominations can be turned in to the main office through the end of the January.

The winner will receive a special plaque and lots of praise! Put on your thinking caps and help make the "New" building a permanent fixture with a name! Need more details? Call Catherine Shaw 895-4376.

New VBS for Orting



Please welcome **Richard Schoen** as the Veterans Benefit Specialist (VBS) for the Washington Soldiers Home. Schoen was a Financial Services

Specialist with Economic Services, DSHS, in the Kent and Renton offices for several years. For the past five years, he's been a Financial Services Specialist with Home and Community Services in the Seattle Office. He also attained an AA degree in Business Administration at Pierce College in Woodland Hills, California. He brings to us years of experience and knowledge in the Medicaid eligibility and case management arenas. His first day at the Soldiers Home was January 9th.

Defining Their Own Future continued

workers strengthening their supervisory skills to move into management positions.

If this sounds interesting to you, review the tuition reimbursement policy (available in the V-NET 'Tool-Box' under 'Policies'). Your supervisor can work with you to determine what training options are available to you (DOP, seminars, college courses) and which option would best meet your needs and the needs of the agency. And, as always, the HR Consultants are available to assist you by answering your questions or in filling out the required forms.

SSgt Williams Gets Promoted



Our Fiscal Analyst 4 Debbie Williams has been promoted to Tech Sergeant in the Washington Air National Guard and as a Reservist in the U.S. Air Force.

Debbie served 10 years active duty in the U.S. Air Force, and the past five years has served as a member of the 254 RED HORSE (Rapid Engineer Deployed Heavy Operational Repair Squadron Engineer) squadron at Camp Murray.

In February, Debbie officially transfers to the 141st Civil Engineering Squadron in Production Control at Fairchild Air Force Base in Spokane.

With her new assignment, she will fly to Spokane for her monthly duty at Fairchild, and will spend her two week active duty component in San Diego on a construction project.

Vick Appointed as Operations Manager



Glenda Vick was recently appointed as Operations Manager for the Soldiers Home. She will have responsibility for the Plant, Dietary, Recreation Therapy Activities, and Financial/Business Services Departments. Glenda possesses the knowledge, skills, and abilities, as well as proven performance record to serve in this capacity.

Glenda has been managing the administration office and served as a member of the executive management team. Working closely with the Superintendent, she prepared and managed an appropriated biennial budget comprised of state, federal and local funds to support a myriad of the facility's programs and services. She managed accounts receivable and supervised business and financial services (reception, veteran's benefits, cashier and the commissary) at the home.

Prior to working at the Soldiers Home, Glenda held other significant positions. She has worked for WDVA for 16 years as Executive Assistant to three different Agency Directors, the Agency Constituent & Legislative Relations Manager and as a Human Resources Consultant.

"Pay Stubs" Get a New Look

This year, the state will begin using a new personnel and payroll computer system to process employee checks (warrants) and earnings statements.

The new Human Resource Management System (HRMS) replaces the state's old, inflexible system with a modern personnel and payroll application.

The new system will improve the state's ability to manage its human resources, provide more and better data and support a more dynamic human resource environment by increasing the capacity for future system enhancements.

Your earnings statements will look different in 2006 because the state has a new payroll computer system. If you

currently receive a printed paycheck, you will receive both a printed paycheck and a newly expanded earnings statement.

The new earnings statement will no longer be attached to your paycheck because it will be printed on letter-sized paper and will contain more information than the old small-format statement.

If your paycheck is currently directly deposited, you will no longer receive a "pay stub." You will receive the new letter-sized earnings statement, which will contain deposit information.

Employees will not likely notice significant changes beyond the new earnings statement format. If you are a person that tracks payments and deductions to the penny, then

you may notice slight variations on a per pay period basis due to system calculation differences between the current system and the more accurate HRMS system.

WDVA will send each of you sample copies of the new "Earnings Statement" and additional information on any other changes between now and the April 10th payroll run date for the new payroll system. As in the past, the payroll department will be available for any questions you may have regarding these changes.

The Payroll Department may be reached at the following numbers:

Peggy Challman 360-725-2205
Liza Narciso 360-725-2217
Sandra Moloney 360-725-2203



Nominations Sought for State 'Extra Mile' Awards

WDVA has more than 650 employees who go the "extra mile" every day! It's time to let the rest of the

state know about them, so if you work with someone who you feel should be nominated, you have 45 days to submit an application.

The Washington State Productivity Board is seeking nominations for the 2006 Extra Mile Award. The award, a part of Public Service Recognition

Week, recognizes state employees who surpass expectations for exemplary public service.

Employees must:

- Execute an innovative solution;
- Improve efficiency;
- Exhibit visionary thinking;
- Overcome great odds or disadvantages;
- Or demonstrate personal valor or bravery.

Public Service Recognition Week, scheduled for May 1- 5, 2006, is a national program that raises awareness about government work and

encourages careers in public service.

Nominations must be submitted by 5:00 PM Friday, February 24, 2006. Applications are available at www.secstate.wa.gov/productivityboard/, or contact Miriam Young at the Central Office or Sandie Wollan in Spokane, they will see that you get one. Please send a copy of your nomination to Miriam as well.

"Operation – Ready to Serve" continues

January 9, 2006

Prepare your First Aid Kit:

- ◆ Two pairs of Latex, or other sterile gloves (if you are allergic to Latex).
- ◆ Sterile dressings to stop bleeding.
- ◆ Cleansing agent/soap and antibiotic towelettes to disinfect.
- ◆ Antibiotic ointment to prevent infection.
- ◆ Burn ointment to prevent infection.
- ◆ Adhesive bandages in a variety of sizes.
- ◆ Eye wash solution to flush the eyes or as general decontaminant.
- ◆ Thermometer
- ◆ Prescription medications you take every day such as insulin, heart medicine and asthma inhalers. You should periodically rotate medicines to account for expiration dates.
- ◆ Prescribed medical supplies such as glucose and blood pressure monitoring equipment and supplies.

Things it may be good to have:

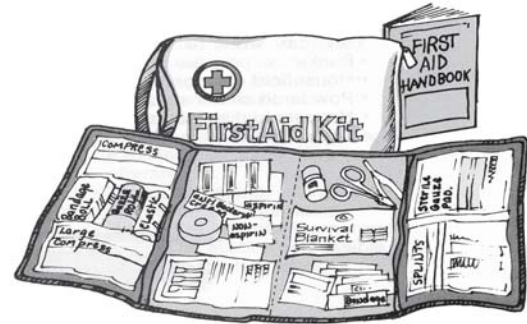
- ◆ Cell Phone
- ◆ Scissors
- ◆ Tweezers
- ◆ Tube of petroleum jelly or other lubricant
- ◆ Aspirin or non-aspirin pain reliever
- ◆ Anti-diarrhea medication
- ◆ Antacid (for upset stomach)
- ◆ Laxative

For additional tips go to <http://www.emd.wa.gov/>

January 24, 2006

Some additional items that may come in handy to have available:

- ◆ Whistle to signal for help
- ◆ Dust mask or cotton t-shirt, to help filter the air
- ◆ Moist towelettes for sanitation
- ◆ Wrench or pliers to turn off utilities
- ◆ Can opener for food (if kit contains canned food)
- ◆ Plastic sheeting and duct tape to shelter-in-place
- ◆ Unique family needs, such as daily prescription medications, infant formula or diapers, and important family documents
- ◆ Garbage bags and plastic ties for personal sanitation



- ◆ Emergency reference material such as a first aid book or a print out of this information
- ◆ Rain Gear
- ◆ Mess kits, paper cups, plates and plastic utensils
- ◆ Cash or traveler's checks, change
- ◆ Paper towels
- ◆ Fire Extinguisher
- ◆ Tent
- ◆ Compass
- ◆ Matches in a waterproof container
- ◆ Signal flare
- ◆ Paper, pencil
- ◆ Medicine dropper
- ◆ Feminine supplies and Personal hygiene items
- ◆ Disinfectant
- ◆ Household chlorine bleach - You can use bleach as a disinfectant (diluted nine parts water to one part bleach), or in an emergency you can also use it to purify water. Use 16 drops of regular household liquid bleach per gallon of water. Do not use scented, color safe or bleaches with added cleaners.

February 9, 2006

Now that you are prepared to stay on your own in one place, consider putting together a lightweight, smaller version you can take with you if you have to get away.

Take the time to read through your handout "Disaster Preparedness Handbook" put out by the Washington Military Department's Emergency Management Division and the Washington State Department of Health (which will be mailed to your home).

Keep your handbook with your emergency supplies and make a point of marking your calendar to check over your supplies every two months, to keep them current.